

Application No. 10/002,745
Response to Final Office Action

Customer No. 01933

Listing of Claims:

Claim 1 (Canceled).

2. (Currently Amended) The technical support system according to claim ~~1~~ 10, wherein said claim handling section is configured to display the state of progress of the market countermeasure task.

Claims 3-7 (Canceled).

8. (Currently Amended) The technical support system according to claim ~~1~~ 20, wherein the state of progress is a selected one of a plurality of consecutive steps.

9. (Currently Amended) The technical support system according to claim ~~8~~ 10, wherein the selected step is updated based on a combination of tasks completed in the technical divisions.

10. (Currently Amended) ~~The A~~ technical support system according to claim ~~8~~, wherein the consecutive steps ~~comprise~~ comprising:

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5 a service information portal section which provides web
pages as information input and output interfaces;

a knowledge base section which stores various claim reports
and solutions related to the claim reports; and

10 a claim handling section which registers a new claim report
in said knowledge base section, and manages the registered new
claim report as an unsolved claim requiring an answer from an
engineer;

15 wherein said claim handling section is configured to issue
respective task sheets for a market countermeasure task which is
shared among technical divisions to the respective technical
divisions in accordance with the new claim report, and to update
a state of progress of the market countermeasure task upon
receipt of each respective task sheet returned from each of the
technical divisions;

20 wherein claim content of the new claim report is input via a
client web page in a format similar to natural language, and the
new claim report is registered in the knowledge base section in a
format including at least a claim title structured as a
combination of predetermined items of definition information
expressed in standard terms, based on the claim content in the
format similar to natural language; and

25 wherein the state of progress is a selected one of a
plurality of consecutive steps, said consecutive steps

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30 comprising: a first step of confirming and verifying the claim
content of the new claim report, a second step of performing
cause investigation and solution estimation, a third step of
performing a trial production and effectiveness test of a
countermeasure part, a fourth step of preparing the
countermeasure part for market application, and a fifth step of
monitoring effectiveness of the countermeasure part in the
35 market.

11. (Currently Amended) The technical support system
according to claim 9 10, wherein the technical divisions comprise
a design division, a production division, and a quality
certification division.

12. (Currently Amended) ~~The A~~ technical support system
~~according to claim 11, wherein the consecutive steps comprise:~~
comprising:

5 a service information portal section which provides web
pages as information input and output interfaces;
a knowledge base section which stores various claim reports
and solutions related to the claim reports; and
a claim handling section which registers a new claim report
in said knowledge base section, and manages the registered new

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10 claim report as an unsolved claim requiring an answer from an engineer;

wherein said claim handling section is configured to issue respective task sheets for a market countermeasure task which is shared among technical divisions to the respective technical divisions in accordance with the new claim report, and to update a state of progress of the market countermeasure task upon receipt of each respective task sheet returned from each of the technical divisions;

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wherein claim content of the new claim report is input via a client web page in a format similar to natural language, and the new claim report is registered in the knowledge base section in a format including at least a claim title structured as a combination of predetermined items of definition information expressed in standard terms, based on the claim content in the format similar to natural language;

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wherein the state of progress is a selected one of a plurality of consecutive steps, said consecutive steps comprising: a first step of confirming and verifying the claim content of the new claim report, a second step of performing cause investigation and solution estimation, a third step of performing a trial production and effectiveness test of a countermeasure part, a fourth step of preparing the countermeasure part for market application, and a fifth step of

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monitoring effectiveness of the countermeasure part in the

35 market; and

wherein the selected step is updated based on a combination of tasks completed in the technical divisions, and the technical divisions comprise a design division, a production division, and a quality certification division.

13. (Previously Presented) The technical support system according to claim 12, wherein the state of progress is updated to the fourth step when a task of the design division is completed.

14. (Previously Presented) The technical support system according to claim 12, wherein the first step is selected when the new claim report is received by the design division.

15. (Previously Presented) The technical support system according to claim 8, wherein a plurality of the task sheets are issued to the technical divisions.

16. (Previously Presented) The technical support system according to claim 15, wherein a plurality of the task sheets are issued to a design division.

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17. (Currently Amended) ~~The~~ A technical support system
~~according to claim 15, comprising:~~
comprising:

a service information portal section which provides web
5 pages as information input and output interfaces;

a knowledge base section which stores various claim reports
and solutions related to the claim reports; and

a claim handling section which registers a new claim report
in said knowledge base section, and manages the registered new
10 claim report as an unsolved claim requiring an answer from an
engineer;

wherein said claim handling section is configured to issue
respective task sheets for a market countermeasure task which is
shared among technical divisions to the respective technical
15 divisions in accordance with the new claim report, and to update
a state of progress of the market countermeasure task upon
receipt of each respective task sheet returned from each of the
technical divisions;

wherein claim content of the new claim report is input via a
20 client web page in a format similar to natural language, and the
new claim report is registered in the knowledge base section in a
format including at least a claim title structured as a
combination of predetermined items of definition information

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25 expressed in standard terms, based on the claim content in the
format similar to natural language;

wherein the state of progress is a selected one of a
plurality of consecutive steps;

wherein a plurality of the task sheets are issued to the
technical divisions; and

30 wherein a task sheet is issued to a quality certification
division when a design division returns a task sheet issued
thereto indicating completion of a task of the design division.

18. (Previously Presented) The technical support system
according to claim 8, wherein a task sheet issued to a design
division and a task sheet issued to a production division are
issued simultaneously.

19. (Previously Presented) The technical support system
according to claim 12, wherein the fifth step is selected when
tasks of the design division, the production division, and the
quality certification division are completed.

20. (Currently Amended) ~~The~~ A technical support system
~~according to claim 7, comprising:~~

a service information portal section which provides web
pages as information input and output interfaces;

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5 a knowledge base section which stores various claim reports
and solutions related to the claim reports; and

10 a claim handling section which registers a new claim report
in said knowledge base section, and manages the registered new
claim report as an unsolved claim requiring an answer from an
engineer;

15 wherein said claim handling section is configured to issue
respective task sheets for a market countermeasure task which is
shared among technical divisions to the respective technical
divisions in accordance with the new claim report, and to update
a state of progress of the market countermeasure task upon
receipt of each respective task sheet returned from each of the
technical divisions;

20 wherein claim content of the new claim report is input via a
client web page in a format similar to natural language, and the
new claim report is registered in the knowledge base section in a
format including at least a claim title structured as a
combination of predetermined items of definition information
expressed in standard terms, based on the claim content in the
format similar to natural language;

25 wherein the technical divisions comprise a design division,
a production division, and a quality certification division; and

wherein details of a countermeasure are delivered as a
report of invention to a patent division upon completion of the
countermeasure task shared among the technical divisions.